

MILWAUKEE COUNTY DHHS - DIVISION ON AGING

2020 in Review

The Milwaukee County DHHS Division on Aging is committed to helping older adults connect to programs to enhance their quality of life and remain in their community. While 2020 brought many new challenges due to the pandemic, we rose to the challenge and found new and innovative ways to continue providing high-quality services to older adults.

Highlights from 2020:

- **Quickly transitioned** to a telework environment providing continuous call center coverage through the Aging Resource Center.
- **Expanded transportation services** to include rides for elections and safe rides for COVID+ older adults. In addition, successfully submitted a grant for our first-ever Transportation Coordinator position.
- Transitioned to curbside meals at Senior Dining sites to continue **providing nutritious meals safely** and effectively.
- Through our network of contracted vendors, thousands of **wellness calls** were made to older adults providing key information and connection during an isolating time.
- Successfully **adapted outreach strategies** to reach the community including: webinars, Facebook Live events, newsletter articles, resource kits, flyer distribution and mass mailings to target audiences.
- Modified procedures for the Aging Resource Center staff to continue providing **high-quality service** safely for Long Term Care options counseling and enrollment.
- Developed an online Senior Dining Reservation pilot to **improve the customer experience** for our senior diners and create efficiencies in the process.
- Designed a **robust process of public input** together with the ADRC Governing Board with intentional focus on reaching diverse audiences within a virtual environment.



5,288

Senior Center
Participants



342,776

Meals on
Wheels Meals



3,100

MCDA Transportation
Riders Served



38,559

Information &
Assistance Calls

Our vision is that all Milwaukee County older adults will have the resources to live as independently as possible in their communities.

Meeting Vital Needs

Individuals Counseled on Long Term Care	4,787
Functional Screens	2,968
Individuals Enrolled in Long Term Care	2,092
Elder Abuse Investigations	1,287

Meeting Quality of Life Needs

Meals at Dining Sites/Curbside	359,603
Dementia Education Attendees	1,058

Looking to the Future

The year ahead will bring growth and innovation as we move through the DHHS/Aging/Veterans Integration Project. This integration is one part of a much larger countywide initiative of *No Wrong Door* which is serving people across their lifespan with acceptable care that promotes dignity, regardless of race, gender, age, or socio-economic status. *No Wrong Door* creates easier access to quality, person-centered care ensuring an improved customer experience. This is also an important step towards realizing the County's vision and improving health outcomes for people who reside in Milwaukee County, focusing on achieving racial equity to become the healthiest county in Wisconsin. Throughout this process, we will still be driven by our mission and will continue to provide high quality services to the diverse older adults, families, and caregivers within our community.

Answers and Solutions Start Here

"Your worker was amazing and showed such compassion. It made us feel safe and comfortable like our family was her only concern. Her care and kindness made a terrifying situation so easy."



MILWAUKEE COUNTY
Department on Aging

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Committed to the Independence and Dignity of Older Adults Through Advocacy, Leadership and Service.



County Executive Crowley providing curbside meals at Hart Park.



Staff decorate courthouse lawn for World Elder Abuse Awareness Day.



Milwaukee County Vision Week Event

